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DEPARTMENT OF INFRASTRUCTURE MANAGEMENT
Office of Parks & Recreation

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Customer - WebTrac Guidelines

Can I request more than one date?

Yes. You can request more than 1 reservation but only 1 reservation per date.

The system is saying I have an account already.

Your default Username and Password is your Account/Household number. Use this number for both Username and Password. You will be then be prompted to change your password once logged in.

If you don't know your Account/Household number, please click one of the following options;

[If you have an account with us, but you've forgotten your username, please click here.](#)

[If you have an account with us, but you've forgotten your password, please click here.](#)

I am a new customer.

Please click link below to create a new account.

[If you're a brand new patron with us, please click here to register for a new account.](#)

Can I update my account information?

Yes, first sign into your account.

Then click on MY ACCOUNT to update any information.

What is the difference between PERMIT IN REVIEW, PERMIT INCOMPLETE and FIRM status?

Permit in Review = Your request has been submitted. We will contact you to proceed.

Permit Incomplete = We have tried to contact you to complete the request. Please check your voicemail and email for further instructions.



Firm = Customer has paid for the reservation and has signed for the permit. This reservation is now CONFIRMED.

What fees might I be expected to pay?

The cost of reserving the picnic grove.

The cost if Beer/Wine is added to your permit.

The cost of Park Rangers if required for your picnic.

The cost of Park Maintenance if required for your picnic.

Fire Marshal application if required for your picnic. Fees are collected by Middlesex County Fire Marshal's Office.

What information am I required to fill in?

All required information is highlighted in **RED**. The more information you provide the better we can help you. Please add any questions or additional information to the Reservation Comments box when you make your request.

When I find what I would like to request, how do I proceed?

Click the green "SUBMIT A REQUEST" button.

Click "ADD TO CART".

Log in (if you haven't already).

Fill in any required fields and click any applicable questions.

Add any additional information in the Reservation Comments box.

CLICK "CONTINUE".

Doublecheck what you are requesting is correct.

Click "PROCEED TO CHECKOUT".

Confirm your information on the BILLING INFORMATION page and click "CONTINUE".



Additional Documents:

Click the Additional Documents folder to find the following information:

- Map of Park with Picnic Grove location
- Insurance requirements for caterers and bounce house rentals
- Current COVID guidelines
- Key Picnic Rules and Regulations
- Picnic Grove Inventory List



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